

Raising Concerns about Our Service

Have a query or complaint?

While we always try to get it right sometimes this is not the case. So, if you have questions or a complaint about the service you have received, you can contact us. We will look into your concerns and get back to you.

What should I do first?

As a first step, contact the staff member you have been dealing with and explain your concerns. That staff member will try to resolve the matter straight away. If they can't, they may refer your concerns to a member of our Management Team. You can also contact our Management Team yourself.

What do I do if I have a question?

If you have a query, you can contact us and we will discuss this with you.

How do I send a complaint?

You can write to us and with the details of your complaint, email, or contact one of our team to discuss your concerns. Contact us:

By post: PO Box 8141, Christchurch

By email: info@chemsafety.co.nz

By phone: 03 366 3700

Please also provide a short, clear description of the reasons for your complaint together with any relevant supporting documents.

Next Steps

If you have sent us a complaint and given us an email address, we will send you an email confirming we have received your complaint. Otherwise we will write to you acknowledging your complaint.

We will look into your complaint and contact you to work through the issues. You should expect a response from us within 1-3 weeks. If we need to take longer because, for example, we need to get additional information or it is a detailed matter, we will let you know.

What should I do if I am not satisfied with the outcome of the complaint?

You have the right to raise your concerns with the Ombudsman:

Office of the Ombudsman

Free phone: 0800 802 602

www.ombudsman.parliament.nz

info@ombudsman.parliament.nz

PO Box 10152

Wellington 6143

The Ombudsman can consider complaints about the administrative acts and decisions of the state sector agencies. The Ombudsman will ask you if you have first tried to resolve the matter with us directly, and will also consider whether you have any other remedy available. The Ombudsman may look into your complaint and make a recommendation to us regarding the concern you have raised.